



JOHN NAIMO
AUDITOR-CONTROLLER

**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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November 9, 2015

TO: Supervisor Michael D. Antonovich, Mayor
Supervisor Hilda L. Solis
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe

FROM: John Naimo 
Auditor-Controller

SUBJECT: **OPTIMIST BOYS' HOME AND RANCH – A DEPARTMENT OF MENTAL
HEALTH SERVICE PROVIDER – PROGRAM REVIEW**

We completed a program review of Optimist Boys' Home and Ranch dba Optimist Youth Homes and Family Services (Optimist or Agency), which included a sample of billings from Fiscal Year (FY) 2014-15. The Department of Mental Health (DMH) contracts with Optimist to provide mental health services, including interviewing Program clients, assessing their mental health needs, and implementing treatment plans.

The purpose of our review was to determine whether Optimist provided the services and maintained proper documentation, as required by their County contract and related guidelines.

DMH paid Optimist approximately \$6 million on a cost-reimbursement basis for FY 2014-15. The Agency provides services in the First Supervisorial District.

Results of Review

Optimist maintained adequate documentation for the billings reviewed. The Agency completed Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract. However, the Agency did not maintain required staffing levels for one of the five days reviewed for their Day Rehabilitation Program.

Details of our review, along with recommendation for corrective action, are attached (Attachment I).

Review of Report

We discussed our report with Optimist and DMH. Optimist's attached response (Attachment II) indicates agreement with our finding and recommendation. DMH management will work with Optimist to ensure our recommendation is implemented.

We thank Optimist management and staff for their cooperation and assistance during our review. If you have any questions please call me, or your staff may contact Don Chadwick at (213) 253-0301.

JN:AB:DC:EB:nj

Attachments

c: Sachi A. Hamai, Chief Executive Officer
Dr. Marvin J. Southard, D.S.W., Director, Department of Mental Health
Delores Gadbury, Board Chair, Optimist Boys' Home and Ranch
Silvio Orlando, Executive Director, Optimist Boys' Home and Ranch
Public Information Office
Audit Committee

**OPTIMIST BOYS' HOME AND RANCH
DEPARTMENT OF MENTAL HEALTH
PROGRAM REVIEW
FISCAL YEAR 2014-15**

PROGRAM SERVICES

Objective

Determine whether Optimist Boys' Home and Ranch dba Optimist Youth Homes and Family Services (Optimist or Agency) maintained documentation to support the services billed to the Department of Mental Health (DMH) in accordance with their County contract and related guidelines.

Verification

We selected 35 (1%) of 6,495 billings and 10 (1%) of 1,855 service days from approved Medi-Cal claims for October and November 2014 which were the most current billings available at the time of our review (August 2015). We reviewed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in the clients' case files for the selected billings. The 45 billings and 10 days represent services provided to 20 clients. We also traced an additional 215 service days billed to the client sign-in sheets to support the services billed.

Results

Optimist maintained documentation to support the billings reviewed. In addition, the Agency completed the Assessments, Client Treatment Plans, Progress Notes, and Informed Consent forms in accordance with their County contract and related guidelines.

Recommendation

None.

STAFFING QUALIFICATIONS

Objective

Determine whether Optimist's treatment staff had the required qualifications to provide DMH Program services.

Verification

We reviewed the California Board of Behavioral Sciences' website and/or the personnel files for 16 (24%) of the 68 Optimist's treatment staff who provided services to DMH clients during October and November 2014.

Results

Each employee reviewed had the qualifications required to provide the DMH Program services.

Recommendation

None.

STAFFING LEVELS**Objective**

Determine whether the Agency maintained the appropriate staff to client ratio of one staff to ten clients in its Day Rehabilitation Program.

Verification

We selected five days that Optimist billed for its Day Rehabilitation Program and reviewed staff's qualifications, timecards, and client and staff sign-in sheets for October and November 2014.

Results

For one (20%) of the five days reviewed, the Agency did not maintain the required staff to client ratio. Specifically, the staff listed on the sign-in sheet did not work those days at the Day Rehabilitation Program according to their timecards. As a result, the staffing ratio for the one day was one staff to 16 clients. DMH's Provider Manual Chapter 4, Page 58, requires a minimum average ratio of at least one staff to ten clients.

Recommendation

- 1. Optimist Boys' Home and Ranch management ensure that staff-to-client ratios for Day Rehabilitation Program are met as required and maintain documentation to support the staffing levels.**



Serving Youth Since 1905

OPTIMIST

Youth Homes & Family Services

Silvio John Orlando, ACSW
Executive Director

Crystal L. Brackin
Assistant Executive Director

Doug Buttrick
Chief Financial Officer

DATE: October 26, 2015

TO: County of Los Angeles
Department of Auditor-Controller
John Naimo, Auditor-Controller

SUBJECT: DMH Program Review Management Response Letter
and Corrective Action Plan
Optimist Boys' Home & Ranch
Provider Number 00781

Affiliations



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California Alliance
OF OTHER CHILD WELFARE AGENCIES




Dear Mr. Naimo:

It was a pleasure working with Ms. Johnson during the Optimist DMH Program Review.

Please find attached the corrective action plan of Optimist Boys' Home & Ranch (DBA: Optimist Youth Homes & Family Services).

If there are any questions, please feel free to contact me at (323) 443-3151 or via email at tebymckenzie@oyhfs.org.


Tim Eby-McKenzie, LMFT, Director of Mental Health Services


Sil Orlando, ACSW, Executive Director

**Optimist Boys' Home and Ranch
(DBA: Optimist Youth Homes & Family Services)
Provider Number: 00781**

DMH Program Audit Corrective Action Plan

October 26, 2015

STAFFING LEVELS

Objective

Determine whether the Agency maintained the appropriate staff to client ratio of 1:10 in its Day Rehabilitation Program.

Verification

We selected five days that Optimist billed for its Day Rehabilitation Program and reviewed staff's qualifications, time cards, and client and staff sign-in sheets for October and November 2014.

Results

For one (20%) of the five days reviewed, the Agency did not maintain the required staff to client ratio. Specifically, the staff listed on the sign-in sheet were not present working on the Day Rehabilitation Program according to their time cards. DMH's Provider Manual Chapter 4, Page 58, requires a minimum average ratio of at least one staff to ten clients.

Recommendation

- 1. Optimist Boys' Home and Ranch management ensure that staff-to-client ratios for Day Rehabilitation Program are met as required and maintain documentation to support the staffing levels.**

Corrective Action Plan:

Optimist has implemented the following measures to ensure that all staff-to-client ratios for the Day Rehabilitation Program are met and appropriately documented:

- 1. Regularly updated lists of program staff who meet the minimum qualifications for Clinician/MHRS will be kept by program supervisors to be used when calling in substitutions due to sickness of scheduled qualified staff.***

- 2. Daily sign-in sheets for the Day Rehabilitation Program have been modified to include "Verification of Staffing Ratio" to be initialed by administrative staff who collect sheets on a daily basis.***
- 3. In the unlikely event that appropriately qualified Clinician/MHRS staffing is not available in accordance with the required ratio, billing will not be submitted for the date in question.***

